Sakina User Stories

Patient User Stories

Booking a Session

- As a patient, I want to view available specialists and consultation types, so that I can book a session that fits my needs.

- As a patient, I want to filter specialists by availability, expertise, and gender, so that I can choose someone I'm comfortable with.

- As a patient, I want to reschedule or cancel a session, so that I maintain flexibility.

Choosing Session Type

- As a patient, I want to choose between video, chat, or in-person sessions, so that I can get support in the way that works best for me.

- As a patient, I want to see a comparison of session types (video, chat, in-person), so I can make an informed choice.

- As a patient, I want to test my internet connection before a video session, so I avoid technical issues.

Receiving Reminders

- As a patient, I want to receive reminders via SMS or notifications, so that I don't miss my scheduled sessions.

- As a patient, I want to choose my preferred reminder method (SMS, email, push), so I can be reminded in a way that suits me.

Privacy & Anonymity

- As a patient, I want to use the platform anonymously if I choose, so that I feel safe and protected when seeking help.

- As a patient, I want to use a pseudonym when chatting, so that my identity stays hidden if I choose.

- As a patient, I want to adjust privacy settings per session, so I can decide what info is shared each time.

Accessing Session History

- As a patient, I want to view my past consultations and specialist feedback, so that I can track my mental health progress.

- As a patient, I want to download session notes securely, so I can reflect offline.

- As a patient, I want to search past sessions by keyword or date, so I can quickly find relevant feedback.

Specialist User Stories

Manage Schedule

- As a specialist, I want to set my availability and session types, so that patients can book consultations with me at suitable times.

- As a specialist, I want to block off breaks or unavailable days, so that I don't get booked during off-hours.

- As a specialist, I want to receive booking confirmations and cancellations, so I stay updated in real time.

Conduct Sessions

- As a specialist, I want to access secure video and chat tools within the platform, so that I can provide therapy online effectively.

- As a specialist, I want to share files or resources during a session, so I can support patients better.

View Patient Info

- As a specialist, I want to see relevant patient history and notes (with permission), so that I can offer informed support.

- As a specialist, I want to add session notes and tags, so I can track patient themes and progress.

Manage Feedback

- As a specialist, I want to receive reviews or ratings from patients, so that I can improve and build trust.

- As a specialist, I want to respond to reviews or flag inappropriate ones, so I can maintain professionalism.

Organization User Stories

Register Organization

- As an organization, I want to register on the platform and list my mental health services, so that I can reach more people.

- As an organization, I want to submit verification documents, so our listing gains credibility.

Assign Specialists

- As an organization, I want to add or manage affiliated specialists, so that we can coordinate sessions on behalf of our team.

- As an organization, I want to view performance metrics for specialists, so we can assess engagement and quality.

Access Analytics

- As an organization, I want to access usage statistics and reports, so that we can evaluate impact and plan future services.

- As an organization, I want to download monthly reports, so we can present data to stakeholders.

Admin User Stories

User Management

- As an admin, I want to manage and verify users (patients, specialists, organizations), so that only trusted participants are allowed.

- As an admin, I want to flag or suspend suspicious accounts, so that platform abuse is minimized.

Monitor Platform Activity

- As an admin, I want to oversee platform activity and flag issues, so that the platform remains safe and compliant.

- As an admin, I want to receive alerts for suspicious behavior, so I can act quickly.

Configure Session Types

- As an admin, I want to configure and categorize different consultation types, so that users can choose from appropriate options.

- As an admin, I want to edit session durations and pricing, so offerings stay up-to-date.

Manage System Services

- As an admin, I want to ensure the chat, video, and notification services are running, so that sessions are conducted smoothly.

- As an admin, I want to view uptime stats for video and chat tools, so I can ensure service reliability.

Sakina Project Deployment Plan

Phase 1: Internal Preparation

1. **System Testing**

   - Conduct full functionality tests for booking, video/chat sessions, notifications, and privacy settings.

   - Ensure the platform performs well under weak internet conditions.

2. **Content Development**

   - Prepare Arabic-language content for the website, including FAQs, privacy policy, and terms of service.

   - Create simple guides and tutorials (images or short videos) to help users navigate the platform.

3. **Team Training**

   - Train specialists on how to use the platform efficiently.

   - Equip the technical support team to handle inquiries and troubleshoot issues effectively.

Phase 2: Beta Launch (Closed Testing)

1. **Limited Access Rollout**

   - Invite a small group of patients, specialists, and organizations to test the platform.

   - Collect user feedback on the experience, performance, and usability.

2. **Refinements Based on Feedback**

   - Fix any bugs or usability issues discovered during the test phase.

   - Improve UX/UI and content based on early user suggestions.

Phase 3: Official Launch

1. **Public Release**

   ○ Launch the platform to the public with a clear call-to-action (e.g., "Book Now").

   ○ Ensure all features are live and customer support is available.

2. **Marketing and Outreach**

   ○ Run awareness campaigns on social media and via email newsletters.

   ○ Partner with mental health organizations, community centers, and influencers to increase reach.

3. **User Support**

   ○ Provide real-time support via live chat or email.

   ○ Launch a help center with articles, FAQs, and a ticketing system for user inquiries.

Phase 4: Growth and Continuous Improvement

1. **Feature Expansion**

   ○ Introduce additional capabilities such as online payments, progress tracking, and group sessions.

   ○ Consider multilingual support depending on user demand.

2. **Data-Driven Enhancements**

   ○ Analyze platform usage data to improve features and user experience.

   ○ Monitor feedback and respond with continuous updates and enhancements.

3. **Strategic Expansion**

- Extend services to include educational institutions, workplaces, and other underserved communities.

- Explore regional or international scaling opportunities based on success metrics.